Condortech Services, Inc.

COMPANY PROFILE

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CORPORATE PROFILE

STATEMENT OF CORPORATE CAPABILITY

CTS: Creating Solutions to Serve Global Problems

Mission Statement. Condortech Services, Inc. addresses the most pressing threats to U.S. national interest and international security, analyzing the forces shaping these problems, and identifying opportunities for effective intervention into the protection process. CTS provides sophisticated analyses of contemporary security issues and discusses their conceptual and historical foundations. With these issues and concepts in mind, CTS provides comprehensive Engineering Services (ESS) and Intrusion Detection Systems (IDS) for Electronic Security System Design, Installation, Training and Support.

> *"Now that an immediate peril is not plainly visible, there is a natural tendency to relax and to return to business as usual. . . .But I feel that we are seriously failing in our attitude toward the international problems whose solution will largely determine our future."*
>
> *George C. Marshall*
> *Washington's Birthday Remarks at Princeton University, Feb. 22, 1947*

Background. Founded in 1988, CTS has critically affected the security industry and now protects over *$1.8 Billion* in assets in the Washington, D.C. area alone. The founder and CEO of *CTS*, Jorge Lozano, is a highly regarded industry expert who created the *CTS Design Requirements Matrix*, which enables the tailoring of a highly specific security solution for each *CTS* client. *CTS* technical consultants must demonstrate mastery of this tool, as well as competence in operational disciplines.

"This is the new journey: facing the challenges of this millennium. Condortech's mission is to provide a more Secure World, by empowering our customers with true Solutions. And we are deeply committed to share over 25 years of experience in the Electronic Security Industry".

Jorge G Lozano, President/CEO

The CTS Solution

Approach. In performing a security audit, *CTS* determines a customized and highly specific vulnerability study, assessing critical security issues. Then we determine the impact of these issues on the client-partner's operations and the value of the "*dollars at risk*". Then, an initial system design is created and the return-on-investment and payback period is calculated. This gives the CTS clients a quantifiable tool for a concrete discussion and decision-making.

Design Requirements Matrix. All components of the security solution must pass *CTS*' unique, extensive, and rigorous matrix of system design requirements. The characteristics of each carefully chosen component must meet certain critical objectives. Additionally, each component must contribute to a *targeted value* to meet the return-on-investment criteria identified in the security audit. The matrix conforms to the key security management system essentials, which are:

Reliability	***Ease of Use***	***Modularity***	***Expandability***
Leading Edge Technology	***Operations Minimum Training***	***Integration***	***Return-on-Investment***

Security Management System and Requirement Matrix

Design Requirements	***Critical Objectives***	***Targeted Value***
Compatible, Easy to Use	***Management Convenience***	***Decrease Administrative Costs***
Report Generation	***Maintain Audit Trails***	***Increase Accuracy***
Tamper-Proof, Sturdy	***Vandalism Protection***	***Decrease Maintenance Costs***
Computer Micro-Controllers	***Processing Power Capacity Growth Flexibility Upgradeable connectivity***	***Reduce Enhancement Costs***
Aesthetically Pleasing	***Employee Comfort***	***Performance Augmentation***
Government Compliant, UL, Life Safety, ADA, OSHA	***Augment Security***	***Reduce Dollars at Risk***
Software	***Upgrade ability Compatibility***	***Reduce Training & Maintenance Cost***

The *CTS* Vendors: *CTS* carefully chooses its vendors for top-quality products and superior services. *CTS* have a contractual partnership with several manufacturers, like **DVTel, Pelco, RS2, Honeywell, GE Security, Hirsh, Phillips**. Only Securitron and HES door hardware are used in implementing. Pelco and DVtel's DVR and cameras, which are long known for high quality are installed in CCTV Surveillance. Ademco and Sentrol products are employed to create impenetrable systems. These vendor-partnerships afford *CTS* a *significant competitive and technical advantage*, and assure clients of the most effective security solution and continued superior service.

CTS Technical Support. *CTS* technicians are proficient not only in security system installation, but also have top-caliber computer *IT skills far exceeding the industry norms.* They were integrating security systems long before others. The *CTS* installation experience is superior to the industry and affords easy transition correctly completed in the fastest time possible.

CTS Client Relationship

A Lasting Partnership. The sun never sets on our services; you and your employees be come our *long-term security partners. CTS* offers complete and on-going support, and we put it in writing:

24-Hour Technical Assistance
Same-Day Turn-around on Repairs
24-Hour Replacement Part Turn-around
Complete Training and Added-Value Support

Promises That Are Kept.

We promise to deliver the *highest quality products* at a *fair price*. We and our vendors will give you the very *best service* on a long-term basis. We will offer you the *highest value* available in the industry– period.

CTS Federal Contracting Vehicles. Our Federal Government Clients will receive an additional incentive to purchase our services from a *one stop shop*: parts, labor support services, design, engineering and maintenance and from our *Federal Supply Schedule Contract, number GS-07F-0142L*. Condortech Services, Inc. is also an approved vendor under the U.S. Small Business Administration *SBA (8a) Program*. Under this program we can supply up to 3.0 Million dollars in contracting services to the Federal Government vendor-partners.

CTS SIC and NAIC CODES

SIC CODE	NAIC CODE	DESCRIPTION
7382	56162 561621	◆ Security Systems Services ◆ Security Alarm System Sales with Installation, Maintenance or Monitoring Services. ◆ Security System Monitoring Services ◆ Burglar Alarm Sales Combined with Installation, Repair or Monitoring Services
7373 7379	541512	◆ CAD (Computer-Aided Design) systems Integration Design Services ◆ CAE (Computer-Aided Engineering) System Integration Design Services ◆ System Integration Design Consulting Services ◆ Office automation computer systems Integration Design Services ◆ Information Management Computer Systems Integration Design Services ◆ Computer Systems Integration Analysis and Design Services
7378	811212	◆ Computer Equipment Repair and Maintenance Services without Retailing New Computers
1731	238210	◆ Communication Equipment Construction Contractors ◆ Electrical Construction Contractors ◆ Electrical Repair Construction Contractors ◆ Electronic Control System Construction Contractors ◆ Low Voltage Electrical Work ◆ Surveillance System, Installation Only ◆ Security and Fire System, Installation Only ◆ Alarm System (e.g. fire, burglar), electric installation only ◆ Smoke Detection System, Installation only
7622	811213	◆ Communication Equipment Repair and Maintenance Services
7629		◆ Communication Equipment Repair and Maintenance Services
4841	517510	◆ Closed Circuit Television Services
5063	423610	◆ Security Systems Wholesaling ◆ Circuit Breakers Wholesaling ◆ Wiring Supplies Wholesaling
0781 8748 8999	541690	◆ Security Consulting Services
8711 8748	541330	◆ Electrical Engineering Services ◆ Engineering Services ◆ Engineering Design Services
	423610	◆ Security Systems Merchant

Management Services
Technical Services Summary

ELECTRONIC SECURITY MANAGEMENT SYSTEMS	SUPPORT and MAINTENANCE SERVICES
Engineering Services for Electronic Security Systems (ESS)	Single Source Coverage
Computer Security	Consulting and Support Services
Security Audits and Vulnerability Studies	Maintenance Agreements
Information Security and Audio Countermeasures	Historical Information Service
Asset Tracking Management System Design	Single Source Service and Support Services
Video Imaging Systems	Single Source Service
One Card & Card Access Control Systems Design And Installation	
Perimeter Detection System (PDS)	
Intrusion Detection Systems (IDS) Design and Installation	
Closed Circuit Television Systems (CCTV)	
Smart Cards and Biometric System Design and Installation	

SECURITY MANAGEMENT SYSTEMS

Comprehensive Electronic Security Systems Design and Installation:

CTS has remained the leading edge of state-of-the-art technology through the development of training programs on security technology for Industry and the U.S. Government, and evaluation of new products for both manufacturers and buyers.

CTS designs and installs integrated security management systems for a wide variety of applications and facilities. During construction, CTS coordinates activities with architects and contractors to facilitate the design and implementation of cost effective and efficient security. The firm has developed and implemented comprehensive security systems for federal governments, national corporations, office buildings and complexes, banks, and hospitals. CTS is recognized for its ability to design specialized electronic security management systems for specific needs.

Our encompassing objective in design and installation projects is to facilitate the implementation of a security system which meets all identified needs, provides capability of expansion to meet future unanticipated growth, and that can be installed and used with a high degree of success. Security Management Systems designed by CTS include smart card readers, proximity card readers, biometric technology, intrusion alarms, video imaging, wireless monitors, closed circuit television, duress (panic) alarms, fire detection, smoke alarms, and monitoring control stations.

In addition, part of a design requires integrating an electronic security system with the following:

- ✓ Personnel Access Control System
- ✓ FIPS & CAC Compliant Physical Security Systems
- ✓ Smart Card Systems with contact and contactless technologies
- ✓ Asset Tracking Systems
- ✓ Protection for SCIF areas
- ✓ Freight Elevator Security and Control Procedures
- ✓ Passenger Elevator Security and Safety System
- ✓ Lighting Systems for Offices, Lobbies & Hallways
- ✓ Security for Parking Garage Area
- ✓ Life Safety Systems
- ✓ Intercom Systems
- ✓ Turnstiles and Overhead Operators
- ✓ Video Imaging Photo ID Systems
- ✓ Guard / Attendant Booths
- ✓ Door Hardware
- ✓ Data Communication Equipment
- ✓ Perimeter Products
- ✓ Biometrics Systems
- ✓ Building Automation
- ✓ Remote Wireless Monitoring Systems

Computer Security:

CTS conducts audits of computer facilities in both the private and public sectors to determine measures necessary to insure proper security for handling and processing different levels of sensitive information. In the Federal government, this includes the review, evaluation, and implementation of appropriate Federal regulations regarding computer information. CTS also develops programs addressing both the physical and electronic security of the computer system. Depending on the vulnerabilities, a combination of encryption systems.

Security Audits and Vulnerability Studies:

CTS conducts security audits of public and commercial facilities and buildings. These security audits include conducting threat analyses to determine the type and level of potential threats against a facility, a vulnerability study to identify areas and components which leave a facility vulnerable to external and internal threat, and an extensive assessment of technical, procedural and personnel capabilities and effectiveness. Based on these audits, CTS will design comprehensive security plans, security systems, operational and personnel procedures, security personnel training programs, and emergency response procedures.

Information Security and Audio Countermeasures:

CTS provides services in developing and maintaining information security through the prevention, detection, and elimination of information leaks using electronic countermeasures and procedural security programs. CTS professionals are experts in the detection and elimination of electronic-information security leaks in telephone, computer, and Fax systems as well as general electronic eavesdropping. Using the most sophisticated electronic "sweeping" techniques, CTS can efficiently neutralize and prevent industrial espionage and electronic eavesdropping, with minimal or no disruption to the client's business operations. CTS capabilities include the detection of the numerous advanced tools available to practitioners of industrial espionage for the interception of voice communication, including microelectronics which have produced a new generation of listening devices that combine power supply, microphone, and transmitter and which are undetectable by ordinary means.

Asset Tracking Management Systems Design:

This new technology developed by Indala, Transcore and HID, is also incorporated in our efforts to find security solutions for Asset Logistic Management. Organizations will be able to track, as usual, who goes where and when and *now -- what they take with them!* Best of all, this technology is as an open standard for adoption by other original equipment manufacturers.

This new technology integrates Asset with Radio Frequency Identification (RFID) technology created by HID and Transcore Corporation. This source tagging approach allows the Asset Logistics Manager to have the benefit of the RFID for work process tracking and control. Many down-stream applications are also enabled for inventory tracking and control.

Credential Systems:

The CTS credential systems solution is a multi-media management system. It is a unique integration of software design, and various hardware components that provides for the efficient storage, retrieval, and manipulation of digital images, text, and graphic information. It is powerful in its capabilities and flexible enough to manage all the images and data for any organization to meet its expanding security needs. It produces high quality, computer generated, encoded photo ID badges to store data and photos for quick and easy retrieval with unlimited information on individuals and organizations through any computer interface.

One Card System - Smart Cards

The Smart Card Solution is a multi-functional ID card. It can be the Official Photo ID; it can serve many functions, like Debit Credit, Logical Access, Physical Security Access and Biometrics among other services.

The CTS one card system approach is a combination of multi-media, security management, access control, intrusion detection, CCTV and video imaging among other components of the total solution. It is a unique integration between the different security applications platforms networked together through existing facility LAN / WAN infrastructure.

With the use of Smart Cards, with multi card technologies such as magnetic stripe, bar code, RF Prox, the cards becomes the key element in the system solution. Our approach to design is to utilize existing legacy equipment; The One Card Solution is a multi-functional ID card.

As a GSA Industry Partner in the Deployment of the Smart Card Initiatives in order to meet FIPS 201 Publication Compliance; our Solutions are based on inter-operability, security, and multi-functional purposes among the different agencies. It can be the Official Photo ID; it can serve the following functions as well, depending on the storage capability of the contact or contactless card:

- Library Card
- Sports Recreation Complex Access Card
- Entrance to athletics facility
- Physical Security for Access Control
- Telephone Calling Card
- Email log-in
- Cafeteria Debit and Credit Card
- Fuel Management Card

One Card System and readers make security more powerful, more versatile, and most importantly, offer enhanced security through encryption and mutual authentication.
At the same time, One Card System is user-friendly, delivering the convenience, affordability and reliability of proximity technology.

One card system's cards compliant with the following standards:

15693 – read / write; 2Kbits (256Bytes) and 16Kbits (2KBytes)
14443A – read only; MIFARE® (serial number)
14443B2 – read / write; 16Kbits (2KBytes) credentials
DESFire compliant

Meeting the standards above is important in smart card technology because they enable many equipment and application developers to work with this technology to create a broader range of uses for the card.

One Card System cards and readers offer several unique features that put them a step ahead of traditional radio frequency identification (RFID) technology. These features include:

Encrypted data storage
Mutual authentication
Secure reading and writing of data
User definable access keys

All radio frequency data transmission between the card and reader is encrypted using a secure algorithm. By using industry standard encryption techniques, One Card System reduces the risk of compromised data or duplicated cards. For even higher security, card data may also be protected with DES or triple DES encryption.

Card Access Systems Design:

A CTS Access Control Management System provides much more than simple control. It provides an overview of the movements of personnel in an entire organization's facilities, including what areas were entered, when, by whom and with what credentials. It can produce complete detailed reports on almost anything being supervised by the system (work hours, after hours, and even on holidays when no one is there). The CTS Access Control System, which starts by providing control over a small number of doors, can easily be expanded to supervise any entry points needing security and more than 500,000 people. The CTS Access Control Management System provides the ability to grow with the company.

Our Access Control Management System is a Unix or Windows-based Server 2000/XP-access control and security management system that operates using off-the-shelf PC compatible computers and LAN/WAN Networks. Its True 32 bit partition database allows the Administrator to assign regional or local services if desirable, so none else can view other activities with the proper permissions. The multi-user version supports as many workstations as the network supports. Its open architecture gives the ability to integrate with other critical access control areas such as photo imaging, intrusion detection and CCTV among other components of the overall electronic security system. As a Windows 2000/XP application, the CTS Access Control Management Systems is able to easily integrated, import and export data in a standard format to integrate with other information systems (Oracle, Peoples Soft, etc.). The software uses a graphical user interface, including time graphs, full-color icons and toolbar buttons to make the program very intuitive and *easy to use.*

The CTS Access Control Management Systems provides complete facility management, access control, and alarm monitoring, Photo ID and CCTV, fully integrable into one system. All components are state-of-the art and use only the latest technology. The CTS Access Control Management Systems has the flexibility to effortlessly grow and expand to accommodate the needs of a facility over a lengthy period of time.

Since the system is based on off-the-shelf products and technology, it will get faster as technology improves. All objects within the security system, i.e.: Doors, Readers, Time Intervals, etc. are addressed by a unique name. Peripherals, such as card readers, alarm inputs, control points, etc., are connected to fully distributed, intelligent controllers capable of operating without host computer intervention.

The CTS Access Control Management System operates in conjunction with an Intelligent 32 bit Controller. The Intelligent Controller has a complete database on board so that it can, in a distributive operation, make intelligent security and access control decisions and store any transaction activity when not on-line with a host computer. The CTS™ Access Control Management System support up to 30,000 intelligent controllers and each controller is capable of supporting at least 256 readers.

The Intelligent controller can be connected by LAN/WAN, RS-232, Fiber, direct or dial-up. The communications from the Host Computer or workstations to all the intelligent controllers have a high level of security communication encryption format, providing fail-safe communication and protection from unauthorized users, it also provides a fail safe redundancy communications. Our intelligent controller supports multiple card technologies, virtually any card technology that outputs a standard wiegand output up to 64 bit which is desirable for transmitting smart and/or Contacless encrypted data, it also support the traditional proximity, and magnetic stripe low bit wiegand format for non-government applications. Bar code and others are also supported. Our true 32 bit controller can also provide integration with other security applications like:

• Digital Video Recording

The CTS DVR can do much more than a VCR. It records at speeds up to 60 pictures per second. You can use it with the multiplexer you already own.* It gives you precise access to recorded events using a simple on-screen menu, eliminating time spent rewinding and fast forwarding. And when you play back events, the DVR delivers crisper images than a VCR, whether in play, reverse, fast forward, fast reverse or pause mode. You can even view images frame by frame—without the distortion that can occur with VCRs.
With an optional DAT or AIT storage system, you can archive recordings automatically for days, weeks or longer. And using an optional CD recorder, you can save images and clips and then open them later on a PC for printing, enhancing or sending to others.

● Closed-Circuit Surveillance Systems

Our CCTV digital systems are design to fit the need of our customers, the digital cameras **Detects humans, not just motion** we are constantly introducing new technology that can help defend your facility against intruders. Our software "looks" through your surveillance cameras to detect humans (or other programmed objects), not motion. It can even detect people against dynamic outdoor backgrounds. The application can do this because it's smart. CTS's new Concept technology enables our CCTV design to work like a human brain. The software is highly intelligent that adds the intelligence to the digital cameras how to recognize people, not just by shape and color, but also by how they act. Our CCTV design brings the kind of intelligence to your surveillance system that other forms of intrusion detection can benefit from this architecture.

● Remote Wireless CCTV Monitoring System

The Condortech Services, Inc. CCTV Solution enables The Federal Government to use this innovative technology in many ways; security in buildings and tactical use in the field. in a real-time video stream over their Internet enabled wireless Pocket PC or compatible cellular phone or computer from anywhere in the world.

This solution provides two versions: a system for a single location, and a system for multiple locations. With these two versions, there is an on-site model software driven or as an ASP version, should the client use IP cameras. For multiple locations, the Wireless Portable Monitoring System will allow segmentation of the authorized users by access level. Users may only be able to access cameras for a single location, whereas administrators could see all cameras at all locations, from a single desktop or mobile interface. In addition to this, the WPMS can also accept video feeds from existing CCTV systems or IP camera based systems already installed at a Agency's location, making the existing CCTV infrastructure mobile. This system provides fully encrypted video feeds with Wavelet compression and verifies users by account number, password, and MAC address verification of the wireless device or cellular phone attempting to access the system.

• Biometric Solutions

On our biometric solutions we offer decentralized processing and verification. This is a more effective way of providing verification that takes place in a completely independent system. Other biometric systems store their templates in a database within the fingerprint reader. In cases such as these the amount of fingerprints is limited to the amount of memory that is available in the reader. There are also fingerprint readers who store the fingerprint templates in a central database. Our methods make sure that the biometric data is kept outside a database where verification takes place in a totally independent system.

Privacy guaranteed. An additional security feature of this system is the protection of the privacy of the cardholders. There would be no invasion of privacy since the fingerprint is not published publicly. Upon a valid verification only a number, which has no relation to the fingerprint, would be transported to the underlying system. Our biometric systems can be applied in the high security areas where there are stringent demands made on identification. For electronic time and attendance systems, these systems make it impossible for "buddy punching".
CTS Biometric solutions, are a practical and affordable two-in-one reader, combines the high security of biometrics' proven fingerprint matching technology with support for contactless smart cards. The CTS Biometric reader working together with our 32 bit controllers communicating from 10-100 MBS with triple DES encryption, optimizes the security management system and multiple applications, delivers the security and versatility of smart cards, yet retains the affordability and convenience of proximity cards. Offering one-to-one biometric template authentication, the Biometric reader provides traditional access control customers fast throughput and individual privacy.

• Intrusion Detection

The CTS design methodology carries a broad line of security sensors that allow you to create systems that meet a wide variety of intrusion detection situations. Our space detection and glass break products keep you supplied with exactly the right solution for industrial installations. And, as you know, we select a sensor magnetic contact for virtually any application. When engineering an intrusion detection solution, you can use two tiers of protection: perimeter detection and interior detection.
The first line of defense is to protect the perimeter of your facilities. With the perimeter protected, the alarm will sound while the intruder is still outside, thus avoiding any type of confrontation inside the premises. Magnetic contacts and glassbreak detectors are used to protect the perimeter. The second line of defense is interior detection. Motion sensors are the primary solution for interior detection, and with the proper integration of a software security application, they can be displays in your computer graphically.
Both types of intrusion detection are important and work in harmony to protect your facilities. The most complete security solution is complete perimeter with interior detection as a back-up.

SUPPORT SERVICES

Single-Source Coverage

Condortech Services, Inc. (CTS) is able to offer one servicing agreement that ensures total coverage and the highest level of system up-time, regardless of where the equipment is installed or who installed it.

CTS Offers total service needs regardless of manufacturer. Over 50 products and services from other vendors receive the same expert care as our own product base.

CTS has service agreements with approximately 100 customers, 60% local/federal government, 40% commercial accounts. Highly trained Security Engineers and support personnel cover these service agreements.

Services Call Inquires

Equipment service requirements are handled quickly and effectively:

- Our Service Department Promptly Handles Customer Calls
- Service Requests Are Logged Electronically Within 30 Minutes
- All Calls Are Monitored By The CTS Support Center
- Most Solutions Are Phoned To The Customer
- Service Engineers Are Constantly Trained, Tested, Updated Of New Technologies
- Quality Audits Are Conducted Annually
- Customer Satisfaction Is Ensured Through Visits To Customer Sites
- On-Line Support.

Historical Information Service

Customer service history and equipment history files make up the service information system.

- Every Service Call is logged in to the terminal which monitors and analyzes the equipment performance, service call and service activities.
- Equipment needs are anticipated before they impact operations Management reports provide feedback on equipment reliability and maintenance

Real-time Support

To enable us to meet your service requirements, CTS has designed a real-time information system called ACTS. Our entire Service group uses this system. ACTS allows us to monitor your equipment performance, electronically track each service call and records all service histories.

Parts Tracking

ACTS in conjunction with Access dB provides automated service parts inventory control, tracks parts usage and can be used to locate and ship critically needed parts from the nearest location.

Equipment History

CTS tracks the service and performance history on each piece of equipment we maintain. This information can be made available to the customer through special software management reports. These reports provide important feedback on equipment performance, our service activities and your personnel operations relating to products serviced by CTS. These history reports detail:

- Location
- Caller name
- Time of call
- Call text (along with any special instructions)
- Response time (from time of call to technician arrival)
- Mean time to repair
- Response text from technician
- Parts used

Response Time / Escalation Alert

Customer Response Center

When you call us you can be assured of the fastest appropriate response to your service needs. Trained, knowledgeable and dedicated personnel will respond around the clock, every day of the year when you call.

Response Time.

Our average response times meet or exceed our customer requirements; normally we respond from 2-8 hours. The reason for this is CTS commitment to placing services support wherever it is required. By being located where you need us, whether in the city or in rural areas, we are positioned to respond quickly.

Tracking System.

CTS tracking system provides the appropriate technical support for special service or downtime situations. Procedures are in place to ensure that top CTS management personnel are informed when the performance of a unit is below accepted levels. CTS considers unacceptable performance to be extended downtime or multiple calls.

Escalation.

When a system is out of service to our customers for eight hours, a local alert is initiated and a technical specialist is called. If the system is not returned to full service within eight hours of the initial problem report, the customer's system will be placed on executive alert.

Executive Alert.

Executive alert ensures that top corporate level resources are dedicated to returning the customer's system to full service as soon as possible.

Customer Satisfaction Guarantee

Putting our Customers First

Condortech Services, Inc., understands our customers' needs for providing quality services in their markets. We feel strongly enough about this that we will back our products with a Customer Satisfaction Guarantee. This guarantee is unique to the industry. CTS has worked long and hard to put our customers' needs up front in planning, design and support of our products and services. This offering backs up that effort in no uncertain terms.

CTS GUARANTEE

The framework of this guarantee is built around all products and services CTS offers. This program affects products that are under our service Agreement. And the customer determines the level of satisfaction.

The basic concept is that:

CTS guarantees that our customers will be happy with their choice of CTS service for their equipment. If a customer is dissatisfied with CTS's service, CTS will correct the problem to the customer's satisfaction and the customer will be reimbursed for one month's service fee for the applicable equipment.

CTS will continue to work on a resolution until the problem is corrected to the customer's satisfaction.

How it works

If a customer is dissatisfied with the performance of CTS equipment:

The customer calls 1-800-842-9171 and states that they want to invoke the Guarantee.

The customer's name, title, account number, address and problem information are gathered.

Site number and contract number are retrieved from CTS data systems

The appropriate sales and service personnel are notified immediately. Sales and service will work as a team to solve the problem.

Our offices maintain the customer's information in relation to this problem. The customer will be called to determine their satisfaction with the resolution of the problem.

If the customer is not satisfied with the resolution, telemarketing may invoke the guarantee. The guarantee procedures then go into effect and a check will be issued to the customer account for one months' service on the affected equipment.

Advantages

This Guarantee does three very important things:

1. It sets performance levels based on the customer's expectations.
2. It provides an easy method of opening up regular channels of communication with our customers.
3. It causes CTS to work harder toward improved working relationships, performance standards and to offer products and services focused on our customer's definition of good service.

With this program, our customers will know precisely what to expect from CTS. This policy will also guarantee aspects of your services that are important to your consumers. The Customer Satisfaction Guarantee removes the roadblocks typically found through other guarantee programs.

CTS Backing

The customer does not have to work hard to achieve the desired satisfaction levels and problem resolution. That is CTS's job, and we back it with years of experience and the best service organization in the industry.

The CTS customer Satisfaction Guarantee another offering designed with our customer's interests and satisfaction in mind. We will return your money back in full if you are not satisfied with the solution.

CTS PROGRAMS

Program Management

CTS Program Management is designed to ensure all the projects are coordinated and its requirements are accomplished efficiently and on schedule. A program manager is provided to administer the different project from pre-engineering to project completion, alleviating the burdens of how to contact those involved with the project as it progresses.

CTS becomes your single point of contact to coordinate and oversee all the contract management logistics and technical aspects of the ESS security tasks and orders as we receive them from the client. From project assignment to our team members to project concept to engineering, test, turn-up and operations, the Program Manager's charter is to build high performing organization to ensure efficient, timely and cost effective system design and implementation to enable a timely roll-out.

By working closely with the client during the project planning stage, the program manager will be able to create the optimum solution, while addressing the critical project components of quality, cost and schedule needed for successful delivery. The Program Management services may be customized to include any of the following:

Project Team Planning Services

Implementation Strategy Development
cope of Work Development
Design Team Evaluation
Design Review/Alternatives
Project Planning (MS project, Primavera)
Estimating
Budgeting
Contract Pricing Development (Bid & Quote)
Proposal Preparation

Project Team Implementation Services
Forecasting
Value Engineering
Cash-Flow Analysis and trending
Contract Document Review
Contract Administration

Project Management

CTS offers a fully managed installation program for all products and systems. This ranges from the planning process through to complete installation of prod ucts and systems. Subcontracting installation support is also used in certain in stances.

The project Manager enhances the communication process by providing up-to-date project status reports to the customer's management. This function also provides a local point for your local facility manager to get answers to project questions. Immediate attention is given to scheduling changes to minimize the impact on project completion.

This value-added service to your project is an integral part of CTS total commitment to Quality Care for our customers.

Maintenance Agreements

CTS offers a wide variety of service agreements designed to cover every customer need. They are so convenient and "worry-free" that we also call it our "*Peace of Mind Service.*" This cover's Parts, Labor, Travel time, up-grades of software etc.

- Coverage plans range from 8 hours a day, 5 days a week to 24 hours a day, 7 days a week
- Equipment and system maintenance coverage ranges from comprehensive preventive maintenance to full maintenance and emergency service programs
- Co-op Maintenance Agreement is also offered

"The CTS TEAM exemplifies how a small business can build a valuable resource for the security mission of the federal government.
It also provides economic opportunities across the USA.

Training

Company Training

In our world of constantly changing technology, it is critical that [illegible] are kept current on all products old and new. State of the art technology requires state of the art trained Service Engineers. That is why CTS sends their technicians to the manufacturer for training, our Field Engineers are also trained through videotape, trade seminars, etc. Who better than the company who makes the products, train them on how to install, operate and update the system.

Ongoing Process

Each Service Engineer is trained and updated on an on-going basis in order to maintain the highest level of technical ability.

MAJOR PRODUCT LINES

Access Control Systems Hirsch Electronics - RS2 Technologies Integrated Engineering - Keri Systems Honeywell Systems - MDI Security HID Corporation—AMAG Systems GE Security (Inforgraphics and CASI RUSCO) X-Tec Systems—SCM	**Intrusion Detection System** Hirsch Electronics—RS2 Technologies Sentrol—AMAG Systems Philips / Bosch Ademco Perimeter Detector GE Security
Other Access Control Systems Access Specialties, Inc. Cypress—PCSC Transcore—LENEL	**Automatic/Handicap Doors** Dor-O-Matic Horton Automatic Doors
Turnstiles, Guard Attendant Booths Porta-King Omega Alvarado	**Smart Card Readers** SCM Microsystems Integrated Engineering HID Corporation X-Tec Philips
Telephone Entry System Sentex Door King	**Biometrics Systems** Bioscrypt Integrated Engineering Identix
Closed Circuit TV Pelco Panasonic Philips Ikegami Bosh Systems GE Security Sony	**Door Hardware** Adams Rite Securitron HES Locknetics Foldger Adams Yale
Servers, Computer Equipment Gateway DELL Netgear	**Intercom Systems** Aiphone TOA Housing Devices, Inc. M&S
Communication, Cable, and Power Windy City Black Box Topaz ESD Altronix	**Card Management Systems** Fargo Electronics—SETECS Eltron GE Security Hirsch Electronics AMAG

EXPERIENCE

The Pentagon,
Joint Chiefs of Staff DIRM
Security Division, *Washington, DC*

Complete security consulting, upgrade, Y2K compliance upgrade, and support of the existing security system in the headquarters of the Joint Chiefs of Staff. The security of this project includes the control access to all major facilities of the Joint Chief of Staff at the Pentagon, duress systems for the protection of the staff, a conversion of the existing system to Y2K and CAC compatibility secure network with the use of Secure Windows 2000 platform, with the use of work stations.

National Institute of Standard Technologies, *Gaithersburg, MD*

Complete remodeling, design and upgrade of the Central Station that monitors all the CCTV activities, the use of fiber optics as a telecommunication infrastructure facilitated the performance of this Matrix System composed of several cameras interfaced to a CCTV PC Server to monitor the surveillance activities. The system is controlling several remote building using the Fiber Optic Infrastructure.

Department of Homeland Security,
US Coast Guard
Elizabeth City, NC

Complete security design, installation, upgrade, and support of the existing security system in this multi building, multi-tenant facility. The security of this project includes the major data center, hangars, mechanical shops and many building all interconnected via LAN/ WAN, this system is fully compliant to the new GSA Common Access ID initiative. It protects all the perimeter areas, including areas where explosion proof equipment had to be utilized. The system uses workstations for different task, and it provides a credentials system to identify their personnel.

Environmental Protection Agency,
Washington, DC

Support services, design, engineering, an upgrade of the security management system, composed of an integrated access control and video imaging, with several work stations connected through their LAN. The systems connect to other buildings between two mayor cities of the Washington Metropolitan region, utilizing existing VPN infrastructure between each location, the system has more many control access areas and it also provides credential for the employees with the use of an integrated to a Photo ID System.

Navy Drug Lab Facility-Jacksonville, Florida

Security Management System-Access Control, Smart Card Contacless, Card Management, Intrusion Detection, CCTV, Temperature Monitoring, and Photo Badging.

Project Description: Condortech supplied blank cards to the Naval Facility, and they program with their own sequential numbering scheme; these cards are burned using the key card programming device. Most of the areas are protected with the use of ISO 14443 sector readers with keypad and other areas that are more restricted are controlled with the use of Biometric and ISO 14443 sector readers. The fingerprint biometrics of those individuals whom have access to those particular areas have their fingerprint data programmed inside the Contacless card. The System also provides a redundant monitoring for the Freezers and Surveillance for their entire perimeter and inside areas to monitor and control Lab related tasks. All Systems are integrated into a Central Command Center for Monitoring and Surveillance.

VA Medical Facility-Salem, Virginia

Project Type: Access Control and Intrusion Detection.

Project Description: Installing an Access Control system (prototype) with in the Pharmacy Cache in the VA Facility. This is a HIPPA requirement, but it is also viewed as the initial stage for a full campus wide Access Control/CCTV Security management system. The pharmacy component is to track entry and exit in the drug storehouse within the hospital. This area is not for the purpose of dispensing, but the area for testing and storing drugs.

U.S. Army Fort Belvoir - Information Systems Command, *Fort Belvoir, VA*

Project Description: Complete security engineering, and system implementation of the security management system. The project consisted of the installation of a security system application with capabilities of access control, remote surveillance for several buildings at this facility. The use of Servers and Workstations are a mayor component of the system.

U.S. Court of Appeals for Veteran Affairs

Project: Access Control and CCTV System

Project Description: Installing an Access Control system and up grading the current CCTV system to allow the U.S. Marshal service to better protect the Federal judges (10) working with in this facility. Additionally, the parking area was secured for a fully controllable area from arriving to the building to the entrance to the work place for the judges and related personnel.

Marine Corp.-College, Quantico, VA

Project: Access Control and CCTV System

Project Description: Secure and have visual coverage of the building used to train the new officers in the Marine Corp. Access Control was utilized to secure entry into the facility, which is additionally supported by a fully digital camera system for visual verification.

NASA Headquarters, Washington, DC

Project Description: Condortech is providing support services and also design and development of for the HISS System composed of access control, intrusion detection and CCTV. The HISS information system has 8 workstations for the monitoring of the facility and intrusion. We have also designed and developed a security project that attends to their SCIF needs providing its services to 3 agencies. We use Phillips Matrix and Digital Recorders, with CASI RUSCO Picture Perfect Security Management, the SKIF uses Galaxy equipment, we have also installed digital turnstiles that are controller by the HISS, and upgrade of the HISS with the use of LENEL ON Guard is also in process to complete. This is a Smart Card CAC compliant project with an integrated enterprise system that will communicate with other NASA sites nationwide. All Systems are integrated into a Central Command Center for Monitoring and Surveillance.

Department of Labor, *Washington D.C.*

Comprehensive multiple projects for the DOL Headquarters. A full system engineering, installation and support that includes: remote video monitoring for the access control system, CCTV surveillance, and security system interface to the District of Columbia security surveillance system via fiber optics.
The DOL ETA computer area and its other offices are protected with one of the most advanced Enterprise Security Application the use of SQL2000 allows the administrator to partition its database, and their Contactless readers provides challenge response to verify the proper identity of the individuals accessing into their facilities. Some readers have a biometric sensors, and the Biometrics data is stored in the Contactless smart cad, rather than the computer, in order to support privacy issues, adding additional security layers.

Department of Homeland Security (GSA)- IRMS Security, *Washington DC, Illinois*

Several Projects: Complete upgrade, engineering, and system implementation of different customers of DHS FPS from the IRS, Social Security Administration Department of Vet and the Department of Commerce. The projects consisted of the installation of a security system application with capabilities of access control, remote surveillance for several buildings at these facility. The system is fully compliant with the DOD CAC and GSA Common Access ID initiatives, it uses the building smart card common access card from another access system.

Naval Explosive Ordnance Disposal Technical Division, *Indian Head, MD*

Complete security consulting, design, engineering, and system implementation of a total security solution. The project consisted of access control; life safety, intercom system, and perimeter access control.

Armed Forces Institute of Pathology, DNA Laboratory, *Rockville, MD*

Complete security consulting, design, engineering, and system implementation of a total security solution. The project consisted of a mayor Security Management Server application consisting in an Application that runs an integrated access control; photo identification, CCTV surveillance, life safety, intercom system, and perimeter security and access control. The operators can perform their task from their work stations that are interconnected to their existing LAN.

Armed Forces Institute of Pathology, DNA Repository Laboratory, *Gaithersburg, MD*

Complete security consulting, design, engineering, and system implementation of a total security solution. The project consisted of a mayor Security Management Server application consisting in an Application that runs an integrated access control; photo identification, CCTV surveillance, life safety, intercom system, and perimeter security and access control. The operators can perform their task from their work stations that are interconnected to their existing LAN.

U.S. Marine Corps, *Quantico, VA*

Complete security design, installation, upgrade, and support, the CCTV system is composed of digital Recorders and several cameras. The access control security protects several access points and it woks along with the CCTV surveillance system to provide facilities protection to their building.

Environmental Protection Agency, Washington, DC

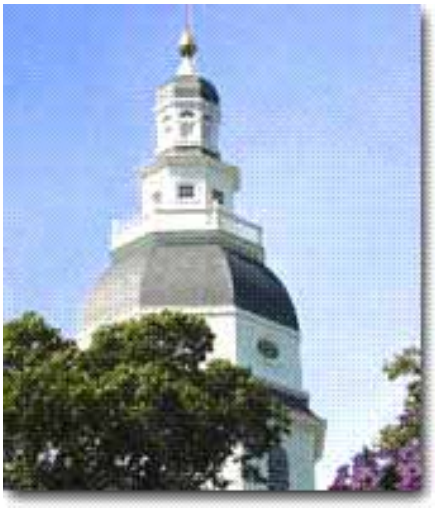
Project Description: Support services, design, engineering, an upgrade of the security management system, composed of an integrated access control and video imaging, with several work stations connected to the LAN/WAN. The systems connect to other buildings between two mayor cities of the Washington Metropolitan region, utilizing existing telecommunications between each city, the system has more than 200 points of control access integrated to a Photo ID System. We are using Fargo digital Printer, Access Specialties Products and Pelco cameras. The project consists of maintaining the entire security system on a yearly basis since 1991.

OCTO formerly Department of Human Services, Office of Information Services, *Washington, DC*

Comprehensive, multiple projects for this major data processing center for the District of Columbia. A full system design, engineering, and support that includes: remote monitoring for intrusion detection systems, integrated access control system, CCTV surveillance, security system interface to the life safety system, and intercom system, and design and implementation of fail secure evacuation system interfaced to the access control system.

US Naval Academy, Annapolis, MD

Installation and design of an access control security system. The card readers protects all entrances to the building, and the biometric reader provides access to the computer areas. The Enterprise software is partitioned with many groups, and gives the ability to have better control and autonomy for each user. Only the administrator to the software has the ability to view their clients activities, while the clients have total control of their security needs.. The System is fully CAC compliant.

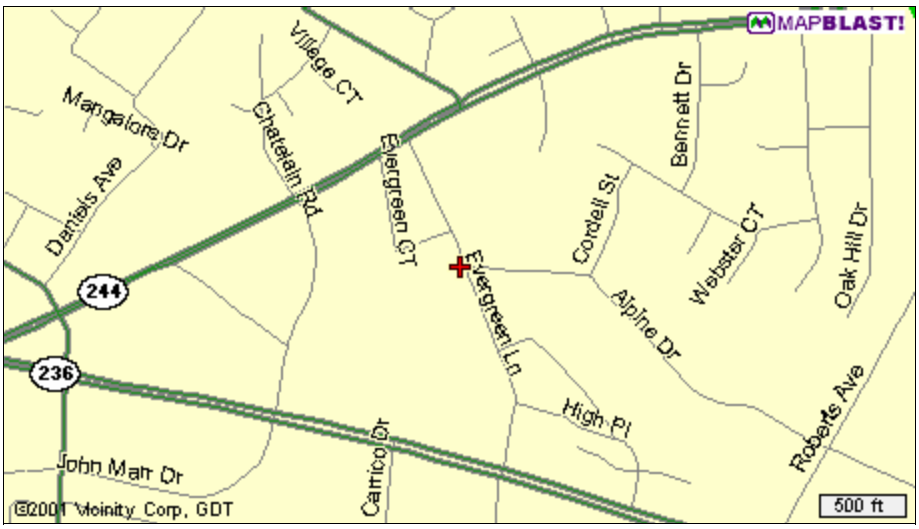


Condortech Services, Inc.

7018 Evergreen Court
Annandale,Virginia 22003

Phone: 1-800-842-9171
Fax: 703-642-5184
www.condortech.com

MAP *to* CONDORTECH SERVICES, INC.



DIRECTIONS TO CONDORTECH SERVICE, INC.

From Washington D.C.

- Take any of the I-395 SOUTH Exits. Stay straight on I-395 South until you reach exit number 3B (VA-236) WEST/DUKE ST exit.
- Merge onto Duke St.
- Duke St. becomes LITTLE RIVER TURNPIKE
- Go Straight on to Little River Turnpike
- Make a left on Evergreen Lane.
- Evergreen Court is on the left side.

From Richmond

- Take I-95 ramp towards RICHMOND/WASHINGTON, merge.
- Take the I-395 NORTH exit on the left towards WASHINGTON
- Go straight on I-395 NORTH and take VA-236 WEST/DUKE ST exit, exit number 3B.
- Merge onto Duke St. which becomes LITTLE RIVER TURNPIKE
- Stay on Little River Turnpike
- Make a left on Evergreen Lane.
- Evergreen Court is on the left side.

On Route-50

- Take US-50 EAST ramp towards FAIRFAX (I-66).Merge.
- Turn slight left to take I-66 EAST ramp towards WASHINGTON, merge.
- Take the I-495 SOUTH exit, exit number 64A, towards RICHMOND.
- Merge onto the CAPITAL BELTWAY
- Take VA-236/LITTLE RIVER TURNPIKE exit, exit number 6, towards FAIRFAX/ANNANDALE.
- Merge onto LITTLE RIVER TURNPIKE
- Stay on your left side and go straight on Little River Turnpike
- Make a left at Evergreen Lane
- Evergreen Court is on the Left Side.

From Annandale Road

- From Annandale Road turn left/right on Kerns Road.
- Turn right on Sleepy Hollow Road. Go straight until you reach Columbia Pike
- Turn Right on Columbia Pike.
- Make a left on Evergreen Lane. Evergreen Court is on the right side.